



## Complaints Procedure for Parents and Service Users

### Introduction

Houghton and Wyton Pre-school values feedback and recognises that, from time to time, concerns or complaints may arise. We are committed to working in partnership with families and service users, responding promptly and respectfully to all concerns. This policy sets out our clear and accessible process for handling complaints at every stage.

### Aim

To resolve concerns swiftly, fairly, and respectfully, while maintaining transparency and safeguarding the well-being of children, families, and staff.

### Objectives

We will:

- Encourage open communication and early resolution
- Provide a structured and accessible complaints procedure
- Log and monitor all formal complaints in line with EYFS and Ofsted expectations

### Roles and Responsibilities

- **Manager:** Oversees complaint handling and investigation
- **Designated Safeguarding Lead (DSL):** Involved where complaints relate to safeguarding or welfare
- **Trustees:** May review complaints escalated to Stage Three

### How to Raise a Concern or Complaint

Concerns or complaints can be raised:

- In person
- By phone
- In writing or by email
- Via the Family app

Complaints may be made by:

- Parents or carers
- Family members
- Local residents or visitors
- External agencies or service users

Policies are available:

- On the Family app
- On the pre-school website
- In paper form, available on request from the office

### Stage One: Informal Resolution

- Most complaints can be resolved quickly by speaking to a member of staff, the Manager, or the Deputy
- Concerns will be acknowledged and handled sensitively



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- Where appropriate, the Manager may offer an explanation or apology, and outline action to resolve the issue
- If a complaint relates to a safeguarding matter, this will be managed under policy **6.2 Allegations Against Staff** and referred immediately to the LADO

### **Stage Two: Formal Complaint to the Manager**

If the concern cannot be resolved informally, or the individual wishes to escalate:

- Submit a written complaint to the Manager (letter, email, or via Family)
- The Manager will acknowledge the complaint within 5 working days
- A full investigation will be carried out
- The Manager will provide a written response within 28 days of receiving the complaint, stating:
  - The outcome
  - Any actions taken or planned
  - Further steps available if dissatisfied

All formal complaints are recorded in the Ofsted-required **Complaints Log**. This includes:

- Nature of complaint
- Dates
- Outcome and actions taken
- Date of resolution

### **Stage Three: Escalation to Trustees**

If the complainant remains dissatisfied:

- The issue may be referred to the Board of Trustees in writing
- The Trustees will review the complaint, investigate further if necessary, and respond within 28 days

A written summary will be kept of:

- The original complaint
- Review outcomes
- Actions taken

### **Stage Four: Contacting Ofsted**

Parents and carers may contact Ofsted at any time if they are dissatisfied with how a complaint has been handled.

Contact Ofsted

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

 0300 123 1231

 [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

Ofsted will consider:

- Whether the setting is meeting EYFS requirements
- Whether the complaint raises a safeguarding concern

### **Monitoring and Review**

- All complaints are reviewed termly by the Manager and reported (anonymised) to the Board of Trustees.



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- This policy is reviewed annually or sooner if required by Ofsted or EYFS updates

### **Legislation and Guidance**

- Statutory Framework for the EYFS (2023)
- Children Act 1989 & 2004
- Equality Act 2010
- Ofsted: Early Years and Childcare Complaints Procedure

### **Acknowledgment**

All staff, trustees, and families are expected to read and understand this policy. By doing so, they support an open and respectful culture where feedback and concerns are welcomed and resolved appropriately.